

ADM-15.03, "Processing Requests for Automated Applications, Audiovisual Equipment, and Communications Equipment," January 17, 2014

SCDC POLICY/PROCEDURE

NUMBER: ADM-15.03

TITLE: INFORMATION TECHNOLOGY REQUESTS

ISSUE DATE: JANUARY 17, 2014

RESPONSIBLE AUTHORITY: DIVISION OF RESOURCE AND INFORMATION MANAGEMENT

OPERATIONS MANUAL: ADMINISTRATION

SUPERSEDES: ADM-15.03 (June 1, 1999); (August 1, 1996)

RELEVANT SCDC FORMS/SUPPLIES: 13-1, 13-28

ACA/CAC STANDARDS: 4-ACRS-7D-05, 4-4037

STATE/FEDERAL STATUTES: NONE

PURPOSE: To establish procedures for initiating, approving, and prioritizing the following types of information technology (IT) requests:

- Installation of new information technology equipment.
- Moving existing equipment.
- Authorizing use of donated IT equipment / IT equipment not owned by the South Carolina of Corrections (SCDC).
- Developing/procuring new information systems.
- Revising/enhancing existing systems.

POLICY STATEMENT: In order to encourage operational efficiency, the Agency will establish a uniform process for approving all requests for information technology resources, including equipment. These requests will be evaluated based on the impact to other functional areas, operational efficiency, budget, and Agency goals and objectives.

1. To maximize the benefit of the Agency's investment in information technology, the Division of Resource and Information Management (RIM) will deploy equipment judiciously and will carefully plan and manage changes to the systems and implementation of new systems.

2. SCDC will comply with software licenses/contracts and will carefully track the location and usage of IT equipment owned by the Agency.

3. Non-SCDC owned IT equipment will only be used on SCDC premises if authorized by the Division Director of RIM.

4. The Division of RIM will strive to adopt new technology that is compatible with existing IT, and will ensure that all changes are consistent with the Agency's strategic plan, IT plan, and State standards and guidelines applicable to IT.

5. The Division of RIM will determine the most cost effective strategy for implementing IT changes, to include purchase, lease, development, and retirement of IT resources, and will abide by all SCDC and State procurement regulations.

6. SCDC managers will advise the Division Director of RIM of any changes that affect IT and will request IT changes (new equipment, revisions to systems, etc.) accordingly. The Division Director of RIM will implement procedures to evaluate and prioritize all requests for IT changes.

7. Recognizing that moving IT equipment "costs" the Division of RIM valuable staff hours, SCDC managers will only request to move IT equipment when there are compelling efficiencies at stake.

8. The Division Director of RIM will authorize procurement of all IT equipment, and all IT equipment will be received and deployed under the direction of the Division of RIM. As with any other Agency asset, IT equipment may be reallocated as needed to meet Agency goals and objectives. (4-4037)

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SPECIFIC PROCEDURES:

1. REQUESTING NEW EQUIPMENT/EQUIPMENT MOVES:

1.1 To request new IT equipment and to request that existing equipment be moved, employees will thoroughly describe and justify their request on SCDC Form 13-1, "Information Technology Request," and will submit the form to their Warden or Division Director for approval. Employees should consult the Division of RIM to determine the cost associated with their request.

1.2 To request new telephone lines, equipment, or voicemail and to request that existing telephones be moved, employees will complete SCDC Form 13-28, "Communication Service Request," and will submit

the form to their Warden or Division Director for approval. Employees should consult the Division of RIM to determine the cost associated with their request.

1.3 Wardens/Division Directors will evaluate the cost/benefit of IT requests and only authorize office equipment moves when there is compelling evidence that the move justifies the cost and staff hours associated with moving the equipment. Wardens/Division Directors will return disapproved requests to the requestor, and will forward those approved to the appropriate Deputy Director.

1.4 Deputy Directors will assess the cost/benefit of IT requests and will ensure the request is consistent with Agency priorities. Deputy Directors will return disapproved requests to the requestor, and will forward those approved to the Division Director of RIM.

1.5 The Division Director of RIM will only approve those requests that are justified by improvement in staff productivity and efficiency and will revise or disapprove requests as necessary to conform to the Agency's strategic plan for IT. Disapproved requests will be returned to the requestor, and those approved will be forwarded to the Deputy Director for Administration.

1.6 The Deputy Director for Administration will evaluate IT requests against funding constraints. After providing a disposition, the Deputy Director for Administration will return all IT requests to the Division Director of RIM. For approved requests, the Division of RIM will coordinate allocation of funding with the Budget & Planning Branch, will procure the equipment, and will arrange shipping, receiving, and deployment of the equipment. Disapproved requests will be returned to the requestor.

1.7 The Division Director of RIM, or an approved designee, will submit requests requiring approval by the South Carolina Budget and Control Board to the Information Technology Planning Division.

2. REQUESTING USE OF NON-SCDC OWNED EQUIPMENT ON SCDC PREMISES:

2.1 Non-SCDC owned IT equipment is not allowed on SCDC premises unless authorized in writing by the Division Director of RIM. In cases where non-SCDC owned equipment is authorized, SCDC will not be liable for the loss, theft, damage or destruction of the equipment.

2.2 To request use of personally owned IT equipment on SCDC premises, employees must describe the equipment (to include serial numbers), and must fully justify their request, submitting SCDC Form 13-1 to their Warden/Division Director. If the Warden/Division Director concurs with the request and accepts responsibility for enforcing security and tracking of the equipment, he/she will forward the request to the Division Director of RIM for disposition.

2.3 To request to bring IT equipment owned by other Agencies, contractors, or other organizations onto SCDC premises, the appropriate Warden/Division Director must submit SCDC Form 13-1 to the Division Director of RIM documenting the proposed equipment and how it will be used, secured, and tracked.

2.4 To request to bring donated IT equipment onto SCDC premises, the owner of the equipment must inform the Division Director of RIM, in writing, of his/her wish to donate equipment to SCDC, itemizing the make, model, and serial number of all the hardware to be donated. To donate software (including software that is resident on hardware being donated), the owner must send the original software license certificate with a written acknowledgement that the license is to become the property of SCDC. The Division Director of RIM will advise the donator, in writing, that the equipment will become the official property of SCDC, that SCDC will not return the equipment to the donator, and that the Division of RIM may decide to move or dispose of the equipment as conditions warrant.

2.5 Any authorization to use non-SCDC owned equipment will indicate conditions for using, securing, and tracking the equipment, and will stipulate whether the equipment may be connected to the Agency data network or phone lines, whether SCDC will provide supplies to operate the equipment, and whether SCDC will maintain/support the equipment.

2.6 The Division of RIM will maintain a record of all requests and approvals to bring non-SCDC owned IT equipment onto SCDC premises. An SCDC IT decal will be affixed to donated IT equipment, and all such equipment will be added to the IT asset inventory maintained by the Division of RIM.

2.7 Unless explicitly authorized in writing by the Division Director of RIM, software owned by SCDC may not be installed on computers that are not owned by SCDC, and software that is not owned by SCDC may not be installed on computers that are owned by SCDC.

2.8 The Division of RIM will periodically audit divisions and institutions for compliance with policy regarding use of non-SCDC owned IT equipment.

3. REQUESTING REVISIONS TO, OR DEVELOPMENT/PROCUREMENT OF NEW SYSTEMS:

3.1 Employees will request significant changes to existing systems, development of new systems and/or procurement of new application software by describing their request in a memorandum routed through their Warden or Division Director and appropriate Deputy Director, or using SCDC Form 13-1 to submit the request to the Division Director of RIM for disposition. For revisions that are relatively minor in scope, the Division Director will accept e-mail requests from "application owners" as described below.

3.2 The RIM Application Development Branch will, in conjunction with SCDC Deputy/Division Directors, designate an "application owner" for each distinct application system supported by RIM (for example, the chief of the Canteen Branch is the "owner" of the inmate canteen application). The Division of RIM will coordinate all changes to applications with the designated "application owner". Application owners will also be responsible for establishing contingency plans in the event the application is not operational.

3.3 Division of RIM staff and the appropriate application owner will investigate the feasibility of each request and will estimate the cost and staff hours required to implement the proposal. To be approved, a proposed change must improve process efficiencies and/or information, must conform to relevant IT

standards and Agency objectives, and must not create redundant data entry or independent data sources that could conflict with existing information.

3.4 The Division of RIM will inform the requestor and the application owner of the disposition of the request and will maintain a file of all requests. Approved requests will be prioritized and assigned to the appropriate RIM branch chief. RIM branch chiefs will manage and implement changes using standard project methodology, and will provide the Division Director of RIM with a monthly report of pending, active, and completed projects.

3.5 Upon completing a project, the assigned branch chief will coordinate implementation with the appropriate application owner and with the RIM Help Desk. The Help Desk will alert all system users of the change, through memorandum and/or system message.

4. REQUESTING CHANGES TO THE AGENCY PUBLIC WEBSITE OR INTRANET:

4.1 Agency managers and employees are encouraged to review the Agency's public website and intranet for accuracy and completeness, and should submit requests for revisions or additions to the Division Director of RIM.

4.2 The Agency Communications Director or designee will serve as the "application owner" over the public website, and must approve all requests for revisions or additions to the public website.

4.3 The Division of RIM will coordinate all changes and additions to the Agency intranet, including posting a monthly newsletter, revising organizational charts, and updating training calendars with appropriate Agency managers.

4.4 The Division of RIM will strive to connect the Agency's public website and intranet to operational databases so that information is automatically posted to the sites, to prevent RIM staff from having to customize web content for routine postings. For example, information pertaining to fugitives and serious incidents are posted to the public website directly from entries made by security staff into fugitive and incident databases. (4-ACRS-7D-05)

5. MANAGING IT EQUIPMENT:

5.1 Recognizing that many IT assets are below the cost threshold for SCDC fixed asset inventory, the RIM Help Desk will maintain an inventory of all IT assets, regardless of value and will affix a decal to the equipment. For IT items that are in both the Agency fixed asset inventory and RIM IT asset inventory, the Help Desk will implement procedures to synchronize information between the fixed asset database and the IT asset file.

5.2 To ensure cost effective maintenance of IT assets, the Division of RIM will track warranties, service contracts, leases, certificates of ownership, and associated licenses.

5.3 On an annual basis and on request, the Help Desk will provide institutional liaisons a list of IT equipment at their respective locations. User liaisons will review the equipment lists and report any discrepancies to the Help Desk for correction in the IT asset file.

5.4 The Division of RIM will periodically inspect IT equipment for compliance with SCDC Policy.

6. DEFINITIONS:

6.1 Information Technology Resources - Information technology (IT) resources encompass all technology used to collect, manage, exchange, and display information, and all devices that transmit electrical or optical signals for the purpose of providing information, as well as all data, information, reports, and documents derived from automated systems. Examples of IT resources include:

- Personal computers and component parts (monitor, keyboard, mouse, etc.);
- Mainframe terminals (CRTs);
- Printers, copiers, scanners, and fax machines ;
- Diskettes, CD ROMs, DVDs, backup tapes, and USB drives;
- ID card readers and bar code scanners;
- Fingerprint scanners;
- Computer operating systems and application software (word processing, spreadsheets, database management software, and software developed or procured to provide a specific function);
- Mainframe and computer servers;
- Network cards, modems, routers, hubs, controllers;
- Telephones, cell phones, Personal Digital Assistants (PDA), pagers, and accessories;
- Un-interruptible power supplies (UPS);
- Computer and telephone wiring and connectors;
- Camera and videoconferencing equipment (excluding analog video surveillance cameras);
- Computer printouts (e.g., computer generated lists, rosters, charts, graphs, presentations);
- Word processing documents, spreadsheets, database files;
- Electronic mail and calendars, mainframe messages;
- Audio/Visual Equipment (Projectors, TVs, DVRs, DVD/VCR/Recorders);
- Professional Printing Equipment and Software Services; and
- Outside sources of Information Technology Services (Document Scanning, Programming Services, Hardware/Software Services).

6.2 Computer Application - A general term describing computer software that performs specific functions. Computer applications include commercial software such as Microsoft Word, Excel, PowerPoint, etc., as well as software developed by SCDC staff. Examples of computer applications that operate in the mainframe include the transfer/count (TRANCNT) and the earned work credit (EWC) applications.

6.3 Application Owner - An SCDC manager or employee designated by RIM who is responsible for authorizing changes to the application system and approving access to the system.

6.4 RIM Institutional Liaison - The Division of RIM will designate a person at each institution, referred to as the RIM institutional liaison, who will serve as a point of contact between RIM and the institution.

6.5 RIM Divisional Liaison - The Division of RIM will designate a person from each division, referred to as the RIM divisional liaison, who will serve as a point of contact between RIM and the division.

6.6 E-mail - Stands for electronic mail, and provides the ability to send and receive messages to other computer system users, both within SCDC and external to SCDC using the public Internet. When referred to in this policy, e-mail includes the mainframe-based messaging facility.

6.7 User -A person authorized to use a computer system. Users of SCDC applications and IT resources include SCDC employees, persons employed by other State agencies, contractors, and in some limited cases, inmates.

6.8 User ID - An account, identified by a string of up to eight letters and numbers, established for an individual that enables a person to access a computer system. Employees have a User ID to access the mainframe and a User ID to access server based systems (in general, the two User IDs have matching names).

6.9 Password - To access mainframe or server based systems, users must enter their User ID and a password. Passwords must be eight characters in length and include at least one (1) character, one (1) number, and one (1) special symbol (# \$ @). The password must be a combination of letters and numbers and/or special symbols that the user has not used previously. Users must not share their password with anyone.

6.10 Web Based Application - A system developed or purchased by SCDC that operates using web browser software.

6.11 SCDC Intranet - Web based applications that can only be used by SCDC users and are not available across the public Internet.

6.12 Public Web Page - Web based applications that are accessible to the public across the Internet.

6.13 Modem - In SCDC policy, "modem" refers to a device that connects computer equipment to any network outside of SCDC's local area network, either through the public phone system or through cellular communications.

6.14 Terminal - A device used to access mainframe applications. At SCDC, the term "CRT" is sometimes used to describe a mainframe access terminal.

6.15 PC - Personal computer.

6.16 - SCDC Managers or Managers - Associate Wardens, Assistant Division Directors, Wardens, Division Directors, Regional Directors, Deputy Directors, and the Agency Director.

—
s/Bryan P. Stirling, Acting Director

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